
REQUEST FOR PROPOSAL / CLIENT SERVICE SOLICITATION

RFP/SOLICITATION # 0613-199

- Project Title:*** ***Specialized Services for Victims of Domestic Violence from Marginalized Populations***
- Estimated Contract Period:*** July 1, 2006 through June 30, 2007. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:*** All Proposals whether mailed or hand delivered must arrive by 5:00 p.m. Pacific Standard time on April 28, 2006. **Faxed bids WILL NOT be accepted. E-mailed bids WILL NOT be accepted.**
- Submit Proposal To:*** **Proposal Delivered by Mail:**
Sheila R. Anderson, RFP/SOLICITATION
Coordinator
Department of Social and Health Services
Administrative Services Division / Central
Contract Services
PO BOX 45811
Olympia, WA 98504-5811
- Proposal delivered by Express / Hand Delivery, Or Courier:**

Sheila R. Anderson, RFP/SOLICITATION
Coordinator
Department of Social and Health Services
Administrative Services Division / Central
Contract Services
4500 10th Avenue SE
Lacey, WA 98503
- DSHS Procurement Website:*** <http://www1.dshs.wa.gov/msa/ccs/>

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SECTION I. INTRODUCTION

A. PURPOSE OF RFP/SOLICITATION

The Washington State Department of Social and Health Services (DSHS), Children's Administration (CA), seeks proposals that address and respond to the special services needs of victims of domestic violence from populations marginalized because of ethnicity, race, culture, language diversity, age, sexual orientation, or disability.

Prospective Bidders must be eligible as stated below in Section I.C. Eligible Bidders. These services will be funded by a combination of state funds, to include funds from the Domestic Violence Prevention Account.

B. BACKGROUND, PURPOSE AND OBJECTIVES

In October 1999, the Governor's Domestic Violence Action Group issued its report, *Everybody's Business: Report of the Governor's Domestic Violence Action Group*. One recommendation of this report focused on increasing state funding for specialized services to underserved victims of family violence.

Revised Code of Washington (RCW) 70.123.150 creates the Domestic Violence Prevention Account in the state treasury to fund non-shelter community-based services for victims of domestic violence, including victims who traditionally have been underserved.

Funds distributed in this RFP/SOLICITATION are intended to increase access to, and awareness and utilization of, specialized services for victims of domestic violence from marginalized populations that have been traditionally underserved.

C. ELIGIBLE BIDDERS

You must meet the following requirements to be considered an eligible bidder for this RFP/SOLICITATION. You must be able to comply with all requirements of this RFP/SOLICITATION to submit a proposal. If your proposal does not meet all eligibility requirements for this RFP/SOLICITATION, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time.

To be eligible to bid under this RFP/SOLICITATION, you must:

- Be a nonprofit private organization, federally recognized Tribe, or community-based domestic violence program or human services program that provides services to victims of domestic violence; and
- Be able to provide effective services to victims of domestic violence; and
- Be able to provide effective services to the population that you are proposing to serve; and
- Have a minimum of two (2) years experience providing direct services and/or prevention services to victims of domestic violence
- Be able to comply with the criteria stated below in Section I.D Criteria to Receive Funding.

You must be licensed, or authorized, to do business in the State of Washington in order to contract with DSHS. For information on a Washington business license, contact:

State of Washington
Department of Licensing
Business License Services
Post Office Box 9034
Olympia, Washington 98507-9034
Telephone: (360) 664-1400
Fax: (360) 570-7875
(360) 586-8885/TDD
Web-site: www.dol.wa.gov

D. CRITERIA TO RECEIVE FUNDING

Eligible Bidder organizations must be able to demonstrate that they meet the following criteria in order to receive funds:

- The program provides all services in a way that enhances, and does not compromise, the safety of victims of domestic violence;
- All staff providing direct services to domestic violence clients, and supervisors of direct service staff, must have a minimum of twenty hours of basic training related to domestic violence which covers the following topics:
 - (1) Theory and implementation of advocacy-based counseling;
 - (2) The history of domestic violence;
 - (3) Legal, medical, social service, and systems advocacy;
 - (4) Confidentiality and ethics;
 - (5) Client safety assessment;
 - (6) Planning, problem-solving, and crisis intervention;
 - (7) Providing services and advocacy to individuals from diverse communities; and
 - (8) Policies and procedures of their agency.
- The program will maintain confidentiality of communication and records for any individual provided direct services funded by this RFP/SOLICITATION in accordance with state and federal law;
- Contract funds will not be used to make any direct payment to any victim or dependent of a victim of domestic violence;
- Contract funds will not be used to provide or support services to the abuser;
- The program will provide services to individuals receiving assistance or services at no charge and without regard to income;
- The program will maintain required statistical and programmatic information on the use of contract funds;
- The program will submit reports regarding clients served and services provided in a format determined by DSHS, including on-line submission; and

Any Apparently Successful Bidder must comply with any additional criteria established by DSHS.

E. ELIGIBLE SERVICES

Funds can be used to provide services for ***victims of domestic violence from marginalized populations*** and their dependents.

Eligible services include:

- Advocacy and counseling related to domestic violence, or other supportive services by trained advocates, individually or in groups, and referral to community social services/advocacy programs;
- Outreach and prevention services for victims of domestic violence and their children, employment training, parenting and other educational services for victims and their children, preventive health services within domestic violence victim services programs;
- Domestic violence prevention programs for school age children, and domestic violence public awareness campaigns;

(Note: A domestic violence prevention program or public awareness campaign must be a component of a larger community outreach program provided by an agency which also provides direct services to victims of domestic violence)

- Transportation, technical assistance with respect to obtaining financial assistance under federal and state programs, and referrals for appropriate healthcare services, but does not include reimbursement for any healthcare service;
- Child care services for children who are victims of domestic violence between adult intimate partners or the dependents of such victims;
- Legal advocacy to provide victims of domestic violence with information and assistance through the civil and criminal courts.

(Note: Direct legal representation is **not an eligible service** that can be funded under this RFP/SOLICITATION)

F. CONTRACT AWARD AMOUNT

The maximum contract award amount is based upon state funds available for this RFP/SOLICITATION. The amount of each individual contract award will depend

upon the extent of financial need you demonstrate to fund the proposed services. Administrative costs in excess of 10% are not allowed.

G. DEFINITIONS

See Exhibit A, Definitions, for the meaning of certain terms used in this RFP/SOLICITATION.

SECTION II. GENERAL INFORMATION

A. PROCUREMENT CONTACT INFORMATION

Upon release of this RFP/SOLICITATION, all communications concerning this RFP/SOLICITATION must be directed only to the RFP/SOLICITATION Coordinator listed below. Any communication directed to DSHS staff, or its consultant, other than the RFP/SOLICITATION Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to DSHS. Bidders should rely only on written statements issued by the RFP/SOLICITATION Coordinator.

DSHS RFP/SOLICITATION Coordinator

Contact:	Sheila R. Anderson, RFP/SOLICITATION Coordinator Department of Social & Health Services Administrative Services Division / Central Contract Services
Mailing Address:	P.O. Box 45811 Olympia, Washington 98504-5811
Physical Address:	4500 10th Avenue SE Lacey, Washington 98503
Telephone:	(360) 664-6056
FAX:	(360) 664-6184
E-mail Address:	AnderSR2@dshs.wa.gov

B. ACCEPTANCE OF RFP/SOLICITATION TERMS

A Proposal submitted in response to this RFP/SOLICITATION shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Proposal a signed Exhibit C, Contractor Intake Form. A Bidder must clearly identify and thoroughly explain any variations between its Proposal and DSHS' RFP/SOLICITATION. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP/SOLICITATION.

C. PROCUREMENT SCHEDULE

The Procurement Schedule outlines the tentative schedule for important action dates and times. DSHS reserves the right to revise this schedule at any time and will post any amended schedules on the DSHS Procurement website.

Figure 1. **PROCUREMENT SCHEDULE**

Item	Action	Date
1.	Issue RFP/Solicitation	March 31, 2006
2.	Last Date for Accepting Bidder Written Questions\Complaints	April 6, 2006
3.	Issue Response to Written Questions No Later Than	April 10, 2006
4.	Proposal Submission Due by 5:00 p.m. Pacific Standard time	April 28, 2006
5.	Proposal Evaluation	May 3, 2006 – May 5, 2006
7.	Notify Apparently Successful Bidder	May 12, 2006
8.	Notify Unsuccessful Bidders	May 12, 2006
9.	Bidder's Request for Debriefing Due	May 16, 2006
10.	Hold Debriefing Conferences	May 18, 2006 – May 19, 2006
11.	Protests Due	May 25, 2006 or May 26, 2006
12.	Begin Contract Negotiations	May 12, 2006 – May 31, 2006
13.	Contract Execution	June 30, 2006
14.	Contract Start Date	July 1, 2006

D. CONTRACT

DSHS intends to award **multiple contract(s)** to provide the services described in this RFP/SOLICITATION.

The initial contract term of any contract(s) resulting from this RFP/SOLICITATION shall be from July 1, 2006 to June 30, 2007. DSHS and the contractor may agree to extend any contract(s) for two (2) additional one (1) year terms, not to exceed two (2) additional terms or through June 30, 2009, provided in each instance that funding is available.

Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

E. INSURANCE

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as Exhibit D.

F. CONTRACT AMENDMENT

Additional services that are appropriate to the scope of this RFP/SOLICITATION, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

G. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this RFP/SOLICITATION shall become the property of DSHS. All proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract, if any, resulting from this RFP/SOLICITATION is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17.

Bidder's proposal must include a statement on the Letter of Submittal identifying each page of your proposal which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire proposal proprietary.

H. WRITTEN REPRESENTATIONS

Proposals should be based on the material contained in this RFP/SOLICITATION, any related amendment(s), and any questions and answers directed through the RFP/SOLICITATION Coordinator.

I. QUESTIONS AND ANSWERS

Bidders should fax, e-mail or mail written questions to the RFP/SOLICITATION Coordinator. Early submission of questions is encouraged. Questions will be accepted until the date specified in the Procurement Schedule, Section II.C., Figure 1. Questions and Answers will be on the DSHS Procurement website.

J. RFP/SOLICITATION AMENDMENTS

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP/SOLICITATION. Amendments will be posted on the DSHS Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFP/SOLICITATION, whichever document was issued last in time shall be controlling.

K. RETRACTION OF THIS RFP/SOLICITATION

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP/SOLICITATION. DSHS reserves the right to retract this RFP/SOLICITATION in whole, or in part, at any time without penalty.

L. SUBMISSION OF PROPOSALS

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP/SOLICITATION Coordinator, either by mail or hand delivery, at the address specified in Section II.A., Procurement Contact Information. DSHS will not accept any proposal submitted by fax. DSHS will not accept any proposal submitted by email.

You should allow sufficient time to ensure timely receipt by the RFP/SOLICITATION Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS reserves the right to disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of DSHS and will not be returned.

M. NONRESPONSIVE PROPOSALS

All proposals will be reviewed by the RFP/SOLICITATION Coordinator to determine compliance with administrative requirements and instructions specified in this RFP/SOLICITATION. DSHS may reject or withdraw your proposal at any time as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP/SOLICITATION or any exhibit to this RFP/SOLICITATION;
- Submission of incorrect, misleading, or false information.

N. MINOR IRREGULARITIES

DSHS may waive minor administrative irregularities related to any proposal.

O. COST TO PROPOSE

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a proposal for this RFP/SOLICITATION.

P. JOINT PROPOSALS

If you submitted a joint proposal, with one or more other bidders, you must designate the prime bidder. The prime bidder will be DSHS's sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

Q. EXHIBITS

Exhibits to this RFP/SOLICITATION are:

- Exhibit A – Definitions

- Exhibit B – Proposal Checklist
- Exhibit C – Contractor Intake Form
- Exhibit D – Sample Contract
- Exhibit E – Budget Detail Worksheet
- Exhibit F – Business Risk Assessment Form

You should be sure that you have downloaded a complete copy of this RFP/SOLICITATION and all attached exhibits, as listed above. The procurement documents can be accessed at the DSHS Procurement website. If you are unable to download the documents, you should contact the RFP/SOLICITATION Coordinator.

It is not a ground for protest if your copy of this RFP/SOLICITATION should be missing any exhibit or pages of the RFP/SOLICITATION.

R. WITHDRAWAL OF PROPOSALS

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP/SOLICITATION Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

S. NOTIFY APPARENTLY SUCCESSFUL BIDDER

DSHS will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

T. BIDDER DEBRIEFING CONFERENCE

If DSHS does not select your proposal, you may request a debriefing conference. You must submit your request in writing to the RFP/SOLICITATION Coordinator by mail or fax by the date specified in the Procurement Schedule, Section II.C., Figure 1.

Debriefing conferences will be held May 17, 2006 to May 19, 2006. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

Identification of the other Bidders, their proposals or evaluations will not be allowed.

U. PROTEST

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the unsuccessful bidders. In order to submit a protest under this RFP/SOLICITATION, a Bidder must have submitted a Proposal for this RFP/SOLICITATION, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

1. GROUNDS FOR PROTEST

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFP/SOLICITATION document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

2. PROTEST FORM AND CONTENT

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFP/SOLICITATION number and name of the issuing agency;

- A detailed and complete statement of the specific action(s) by DSHS under protest;
- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

3. SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP/SOLICITATION Coordinator using the same mailing or delivery address provided in this RFP/SOLICITATION for submitting your proposal. *Protests may not be submitted by fax or email.* DSHS must receive the written protest within **five (5)** business days after the debriefing conference.

4. PROTEST PROCESS

The RFP/SOLICITATION Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFP/SOLICITATION and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP/SOLICITATION Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFP/SOLICITATION Coordinator if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold DSHS's actions;
- 2) Find that any errors in the RFP/SOLICITATION process or in DSHS's conduct did not influence the outcome of the

RFP/SOLICITATION, and uphold DSHS's actions; or

- 3) Find merit in the protest and provide options for corrective action by DSHS which may include:
 - That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
 - That DSHS reissue the RFP/SOLICITATION document; or
 - That DSHS make other findings and take such other action as may be appropriate.

V. EXECUTION OF THE CONTRACT

If you are the Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit D.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP/SOLICITATION and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

SECTION III. PROPOSAL CONTENTS

A. PROPOSAL CONTENTS

The major sections of the proposal to be submitted are:

- Table of Contents
- Section 1: Administrative Requirements.
- Section 2: Project Description
- Section 3: Budget
- Section 4: Letters of Recommendation

Proposals must provide information in the same order as presented in this document with the same headings. The questions or required response for each of the sections are described below in Sections III.E to III.H. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

B. FORMAT OF PROPOSAL

- Proposals must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- A font size not less than 12 point must be used.
- Proposals must be submitted in separate three-ring binders as specified in Section III.C., Number of Proposal Binders, with tabs separating the major sections of the Proposal.
- Identify each proposal binder by stating the following on the front cover of each binder.

Proposal to RFP/SOLICITATION #0613-199

Specialized Services for Victims of Domestic Violence from Marginalized Populations

Your Organization's Name

C. NUMBER OF PROPOSAL BINDERS

Submit **one** original proposal binder, marked “Original” on the front cover of the binder, and **five** copy proposal binders, marked “Copy” on the front cover of the binder.

D. PROPOSAL CHECKLIST

A Proposal Checklist is included as Exhibit B to assist you in preparing your proposal. This checklist is intended only as an aid and should not be included with the proposal.

E. ADMINISTRATIVE REQUIREMENTS (SECTION 1 OF PROPOSAL BINDER)

Please respond to each item in the same order in which they appear.

1. Letter of Submittal

Bidders must submit a prepared and signed submittal letter on Bidder’s official business letterhead stationery. The submittal letter must be included as the first page of Section 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP/SOLICITATION #0613-199.

The Bidder’s Letter of Submittal must include the following:

- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- The name of your contact person for this RFP/SOLICITATION;
- A statement that your organization is a nonprofit private organization, federally recognized Tribe, or community-based domestic violence program or human services program that provides services to victims of domestic violence.
- A description of the direct services and/or prevention services your organization provides to victims of domestic violence from marginalized populations that you are proposing to serve, to include:
 - 1) The amount of time your organization has provided the services;
and

2) How the services have been refined over time.

- An explanation how your organization is qualified to be an Eligible Bidder and meets the criteria to receive funding found in Sections I.C to I.D.
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP/SOLICITATION amendments downloaded by the Bidder from the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP/SOLICITATION amendments, include a statement to that effect;
- The Bidder's guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- Any statements you wish to convey to the RFP/SOLICITATION Coordinator, including any variations between your proposal and the RFP/SOLICITATION.

2. Contractor Intake Form

A completed Exhibit C, Contractor Intake Form. Please sign and include any attachments that are necessary.

3. Business Risk Assessment Form

A completed Exhibit F, Business Risk Assessment Form. A Business Risk Assessment will only be conducted for finalists.

F. PROJECT DESCRIPTION (SECTION 2 OF PROPOSAL BINDER)

Project Description: Describe in twenty (20) pages or less the project you propose. State the question heading or sub-heading before you write your response. Your project description must include information about the following:

#1 Population to be served :

In one (1) page or less, describe the following:

- What population do you intend to serve?
- What specialized services will you provide?

Maximum Points: 10

#2 Need for Project:

In two (2) pages or less, describe the need for the services you want to provide to the population you described in (a) above. Your description of the need should be specific rather than using global or generalized problem statements.

- What problem will be addressed?
- How will the targeted population benefit from the proposed services?
- What are the expected outcomes from the proposed services?
- What objective, factual information do you have that supports the need for the services you propose to provide? **
(*** provide footnotes for the source of the information, if possible)

Maximum Points: 20

#3 What Will be Done/Project Activities:

In ten (10) pages or less, describe how your program will provide the services you propose.

Tell us your project's goals and objectives, as well as your plans for implementation, communication and measurement. Your goals should be related to the project you propose to do, rather than reflect the mission of your agency as a whole.

- What specialized services will be provided to the targeted population?
- What are the specific goals and objectives for this project?
- How many clients will this project serve?
- How is advocacy-based counseling incorporated into the services you propose to provide?
- What procedure, protocol, or intake process will you use to ensure that the specialized services being provided are directly connected to domestic violence?
- What detailed steps will you take to implement your plan for providing services?
- What detailed steps will you take to communicate with the population you propose to serve?

Tell us what activities you will do to accomplish your goals and objectives. Tell us how you will measure the effectiveness of your services.

- What activities will your agency do to accomplish the project's specific goals and objectives?
- How will you measure the effectiveness of your services?
- Do you have a timetable for completing each activity?
- How will you ensure that services are accessible and provided to non- or limited English speaking and deaf/hard-of-hearing individuals?

Maximum Points: 40

#4 Who Will Provide the Services:

In four (4) pages or less, describe who will provide the proposed services and their qualifications to provide these services. Describe how you will deliver services in a culturally competent manner.

- What agency or agencies will be responsible for carrying out the activities of this program? Identify all program partners and any subcontractors; specify their respective roles and responsibilities.
- Describe your agency/organization's experience in providing services related to domestic violence in the marginalized population that will be served through this proposal.
- Does your agency/organization primarily serve and represent marginalized populations? Describe how.
- What are your agency's efforts and commitment toward diversity of its staff, board and volunteers, particularly with respect to including representatives of those marginalized populations that you propose to serve in this proposal?
- If the population(s) you will be working with are non-English speaking, does your agency staff speak the primary languages of the population(s) to be served?
- List the staff that will provide the proposed services and describe their ability to speak the primary languages of the populations to be served.
- Describe the expertise, qualifications, or experience of key staff that will provide the proposed services. (You may include position descriptions and resumes that are available with your proposal, but these additional items can **not** serve as a substitute for providing a description of the expertise, experience, and qualifications of key staff)

- Describe your agency's use of culturally and linguistically appropriate materials, including Braille and TTY services, for members of the populations to be served.

Maximum Points: 20

#5 Staff Training

In one (1) page or less, describe your agency's plan for on-going staff and supervisor training and continuing education related to domestic violence and the services you propose to provide during the contract period.

Maximum Points: 5

#6 File Management

In two (2) pages or less, describe your agency's plan for maintaining program and fiscal records.

a) Tell us about your program files and financial records.

- How will you maintain client files?
- How will your agency keep information safe and confidential?
- How will you document how contract funds are spent?
- How will you document that contract funds are spent only for activities allowed by the contract?
- What is the date of your agency's last independent financial audit? Were there any audit findings? A copy of the management letter that identified audit findings should be submitted along with your proposal.

Maximum Points: 10

G. BUDGET (SECTION 3 OF PROPOSAL BINDER)

Please respond to each question in the same order in which they appear.
There is no page limit.

Each Bidder must submit:

1. A detailed program budget narrative for the proposed project,

and

2. A budget detail worksheet for the proposed project (see Exhibit E). (Note: There are multiple pages of this worksheet.

- The budget narrative should clearly demonstrate an essential and logical link between the budget line items and the services to be provided by the project.
- The program budget worksheets should clearly demonstrate (a) the proposed service or activity and proposed cost; and (b) how the amount for the specific budget items were determined.
- The budget must be complete, reasonable and cost-effective in relation to the proposed project.
- The budget should show how you came up with the amount for all project-related costs that will be paid with contract funds.
- Consultant and subcontractor services must be clearly described.

Maximum Points: 25

H. LETTERS OF RECOMMENDATION (SECTION 4 OF PROPOSAL BINDER)

Each proposal must include two (2) letters of recommendation prepared specifically for this Solicitation. Recommendation letters must be on the letterhead of the recommending agency and signed by the agency's executive director, director or other comparable official.

Maximum Points: 0

SECTION IV. EVALUATION

A. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder proposals. DSHS, at its sole discretion, will select finalists for an oral presentation. If oral presentations are held, evaluators will evaluate and score the oral presentations of bidders selected as finalists.

B. PROPOSAL EVALUATION

Each Proposal will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Proposal must meet the Administrative Requirements to be eligible to submit a proposal to this RFP/SOLICITATION. If your proposal does not meet all Administrative Requirements for this RFP/SOLICITATION, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

C. SCORING OF PROPOSALS

The maximum number of evaluation points available is 130 points.

The Administrative Requirements are evaluated on a pass/fail basis.

The following points will be assigned to the proposal for evaluation purposes:

WRITTEN PROPOSAL

Project Description	105	Points
Program Budget	25	Points
Letters of Recommendation	0	Points

TOTAL for Written Proposal	130	Points
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Your total score for the written proposal will be the average of the scores of the evaluators who review your written proposal.

D. PROPOSAL EVALUATORS

DSHS will select evaluators based on their qualifications, experience, and backgrounds relevant to this RFP/SOLICITATION. The evaluators will independently review each proposal and score only the information provided, in accordance with RFP/SOLICITATION requirements and evaluation criteria listed below in Section IV.E.

The evaluation of the proposal includes your responses to the questions and other requirements in Sections III.E. – III.H.

E. EVALUATION CRITERIA

Evaluators will use the following criteria to evaluate and score your proposal:

- Does your proposal clearly identify the population to be served, and is that population a marginalized population?
- Does your proposal clearly describe what *type* of specialized services would be delivered to the marginalized population?
- Does your proposal clearly describe the need for providing the proposed specialized services to the marginalized population?
- Does your proposal focus on the needs or problems of the specific population to be served, rather than global or generalized problems?
- Does your proposal present objective, factual information that supports the need for the services, rather than subjective or unsubstantiated claims or assertions?
- Does your proposal establish a direct and logical connection between the specific needs described and the proposed project activities to be provided?
- Does your proposal clearly describe the specific project goals?
- Does your proposal list the project activities, and how the activities will be measured?

- Does your proposal include the following:
 1. A detailed implementation plan?
 2. A detailed communication plan?
 3. A detailed measurement plan?
- Does your proposal establish a direct and clear relationship between proposed line items expenditures and the proposed program activities to be provided?
- Is your proposal cost effective? Are the budgeted amounts reasonable when compared to the scope of your project, the type of activities you propose, and the number of victims to be served?
- Does your agency have relevant experience providing direct services to victims of domestic violence?
- Does your agency have the capability to provide the services proposed?
- Does your staff have sufficient qualifications and experience to provide the services proposed?
- Does your proposal include letters of recommendation?

F. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this Procurement.

In doing so, DSHS management shall be guided, but not bound, by the scores awarded by the evaluators. Program staff and DSHS management shall determine which proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the DSHS Children's Administration.

Any bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, with the reasons for selecting a bidder with a lower final score.

Definitions

DEFINITIONS

The following terms which appear in this RFP/SOLICITATION have the meaning that is defined below for the purposes of this RFP/SOLICITATION:

Advocacy –The assistance that qualified volunteers or paid staff give to victims of domestic violence, when the victim requests such help. It may be provided on a crisis or follow-up basis. Some examples of this are: assistance in securing victim rights, remedies and services from other agencies; locating emergency financial assistance; intervening with employers, creditors and others on behalf of the victim; assisting in filing for losses covered by public and private insurance programs including worker's compensation, unemployment benefits, TANF, etc.; accompanying the victim to the hospital, etc. The person providing the advocacy must know how to intervene in a crisis, listen, educate, help with solving problems, and have knowledge of alternatives and options. Advocacy must be nonjudgmental and assist in reinforcing the victim's autonomy and self-determination.

Advocacy-based counseling --This means that the client is involved with an advocate counselor in individual, family, or group sessions with the primary focus on safety planning, empowerment, and education of the client through reinforcing the client's autonomy and self-determination. Advocacy-based counseling uses problem-solving methods that do not blame the victim. These methods may include:

- (1) Identifying the barriers to safety;
- (2) Developing safety checking and planning skills;
- (3) Clarifying issues;
- (4) Providing options;
- (5) Solving problems;
- (6) Increasing self-esteem and self-awareness; and
- (7) Improving and implementing skills in decision making, parenting, self-help, and self-care.

Apparently Successful Bidder - A bidder selected as having submitted a successful proposal, based on the final determination of DSHS management taking into consideration the bidder's final proposal score and which proposals best meet the needs of DSHS. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.

Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP/SOLICITATION.

Bidder - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFP/SOLICITATION.

Contractor – Individual or Company whose proposal has been accepted by the Agency and is awarded a fully executed, written contract.

Crisis Counseling –A process by which a person identifies and intervenes with an individual in crisis in order to reduce the effects of the crisis; services must be conducted in the context of advocacy-based counseling.

Crisis “Hotline” Calls –Crisis intervention services for victims and survivors usually provided through 24-hour/7-day a week telephone access.

Direct Services –Providing a service such as advocacy or crisis intervention directly to the victim of domestic violence or to a child who has been exposed to domestic violence.

Domestic Violence –A pattern of coercive behaviors that include physical, sexual, verbal, and emotional assaults perpetrated by one intimate partner against another in order to establish power and control over the victim of the abuse.

Exposed to Domestic Violence – Seeing, hearing or being aware of domestic violence perpetrated by one intimate partner against another intimate partner

Information and Referral –Contacts with domestic violence victims where the services and available support are explained and offered. Information and referral can be provided either in-person or over the telephone. It does not include telephone calls where the primary function is providing crisis, or other, counseling.

Issue - To mail, post or otherwise release this RFP/SOLICITATION as a public document to interested parties.

Key Personnel - Staff being proposed to do the work under this proposal.

Legal Advocacy – To provide information, assistance and support to victims of domestic violence victims to ensure their interests are represented and their rights are upheld. Legal advocacy is provided in the context of advocacy-based counseling principles. Legal advocacy does not include legal representation.

Marginalized Populations – Populations traditionally underserved or unserved because of ethnicity, race, culture, or language diversity, age, sexual orientation, or disability;

Proposal - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFP/SOLICITATION.

Protest - An objection by the bidder, in writing, protesting the results of this RFP/SOLICITATION, and which complies with all requirements of this RFP/SOLICITATION.

RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)

RFP/SOLICITATION - Request for Proposals; i.e., this RFP/SOLICITATION document.

RFP/SOLICITATION Coordinator - The person named in this RFP/SOLICITATION as the RFP/SOLICITATION Coordinator, or the RFP/SOLICITATION Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP/SOLICITATION for potential bidders and other interested parties.

Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.

Subcontract – An agreement made by the contractor with an individual organization to provide services required by the contract. The contractor must have a written subcontract for any service required by the contract that is performed for a fee by someone who is not an employee of the contracted agency. **Contractors selected as a result of this Solicitation must have prior written approval by DSHS to subcontract contracted services.**

Support Group – Facilitated group sessions for adult victims of, or children exposed to, domestic violence with a supportive and educational focus.

Submit - To deliver to the DSHS RFP/SOLICITATION Coordinator any of several documents described in this RFP/SOLICITATION and in the manner specified in this RFP/SOLICITATION.

WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)

You - The person, agency, or organization requesting a copy of this RFP/SOLICITATION or submitting a proposal in response to this RFP/SOLICITATION.

Exhibit B

Proposal Checklist

- ☐ Bidder meets all eligibility requirements to apply for funding.
- ☐ Proposal was prepared and organized in the required order and format.
- ☐ Original and all copies of the proposal were presented to DSHS in separate and securely fastened binders.
- ☐ **Letter of Submittal** containing all required information were submitted with proposal.
- ☐ **Contractor Intake Form** (Exhibit C) has been completed by Bidder, signed, and submitted with proposal.
- ☐ Bidder has provided written responses to all questions in **Proposal Questions and Budget Narrative**.
- ☐ Bidder has completed and submitted the **Budget Detail Worksheet** (Exhibit E).
- ☐ Required letters of recommendation have been provided and submitted with the proposal.
- ☐ Proposal is signed by an individual authorized to bind the Bidder to a contract.
- ☐ Required number of copies of proposal – one original and five copies – submitted.
- ☐ Proposal was submitted (delivered) by the deadline of 5:00 p.m. PST